

DPW
Ms. Anderson (287-4058)
15 September 2006

IMSW-HOD-PWH

SUBJECT: Tenant/Landlord Complaint Fact Sheet

PURPOSE: To provide information on processing procedures for tenant/landlord complaints for both regular leases and when renting under the Rental Deposit Waiver Program.

FACTS:

1. The Fort Hood Housing Office has the responsibility to assist all soldiers residing off-post with the resolution of tenant/landlord complaints as identified in Army Regulation 210-50, Housing Management, Chapter 6. All complaints submitted to the Housing Office are tracked through the Yardi Systems and the Consumer Affairs Complaints database, to establish potential trends.

2. Referral Services Complaints:

a. Complaints will be investigated, validated and fully documented by responsible housing personnel.

b. In case of a tenant complaint, soldier must provide copy of lease, notices from landlord, and any pertinent documentation necessary to research the complaint. Soldier must fill out complaint form, FHT Form 210-X8.

c. In case of landlord complaint, housing personnel will obtain necessary information in regards to the tenant and provide this information to the Housing Arbitrator who will prepare a letter to the soldier's chain of command. Housing personnel will identify specific information on FHT Form 210-X8.

d. All complaints must be entered into Yardi Systems and Consumer Affairs database for statistical purposes. Appropriate status, i.e. open, resolved, closed etc, must be identified, and Yardi Systems/Consumer Affairs Complaint database status must be updated when a change in the complaint status occurs.

e. When necessary to determine adequacy conditions, housing personnel will conduct an inspection of the facility. Assistance from the City Code Enforcement Officer or Health Inspector will be requested if necessary.

f. Upon completion of each complaint investigation, all complaint forms will be filed in the landlord's official housing folder. This information is critical in identifying trends, or to determine if landlords should be placed off limit or on restrictive sanctions.

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3. Rental Deposit Waiver Complaints:

a. When soldier is renting under the RENTAL DEPOSIT WAIVER PROGRAM, the requirement to track the complaint remains the same as stated in 2b. and 2c. Complaints will be processed as follows:

b. Personnel accepting complaint will follow procedures identified in Fort Hood Regulation 210-50, Fort Hood Deposit Waiver Program.

c. When landlord calls in a complaint, information will be entered on soldier's waiver record. A copy of this record will be provided to appropriate housing personnel in order to record the complaint in Yardi Systems.

d. When tenant calls in a complaint against the landlord, housing personnel will research the complaint IAW established procedures to ensure program compliance by the landlord.

4. Every effort is made to resolve complaints at the lowest level. When necessary due to legal implications, soldiers will be referred to their respective Legal Assistance Office.

5. Visit our website at www.dpw.hood.army.mil for more information on housing services and policies.

(Original Signed)

AUTHENTICATION: CAROL J. ANDERSON

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